

ORIGINAL



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BEFORE THE ARIZONA CORPORATION COMMISSION

**COMMISSIONERS**

DOUG LITTLE, Chairman  
BOB STUMP  
BOB BURNS  
TOM FORESE  
ANDY TOBIN

Arizona Corporation Commission

**DOCKETED**

AUG 31 2016

RECEIVED  
AZ CORP COMMISSION  
DOCKET CONTROL

2016 AUG 31 P 4: 32

DOCKETED BY

IN THE MATTER OF THE APPLICATION OF  
PREFERRED LONG DISTANCE, INC. FOR  
APPROVAL OF A CERTIFICATE OF  
CONVENIENCE AND NECESSITY TO  
PROVIDE RESOLD LONG DISTANCE,  
RESOLD LOCAL EXCHANGE AND  
FACILITIES-BASED LOCAL EXCHANGE  
TELECOMMUNICATIONS SERVICES

DOCKET NO. T-04308A-12-0118

**NOTICE OF FILING  
COMPLIANCE**

Preferred Long Distance ("Preferred") provides the attached report in compliance with Decision No. 73928 (June 27, 2013). That decision requires that Preferred "shall for a period of three years, provide a list of the number of complaints filed against Preferred in all states/jurisdictions and at the Federal Communications Commission and the resolution of those complaints. In addition, Preferred shall provide a detailed explanation of the actions and/or changes in operations that Preferred has implemented to reduce or eliminate future complaints. Preferred shall begin providing this information six months after it begins serving its first customer in Arizona. This information shall be provided on a semi-annual basis as a compliance filing." Preferred began serving its first customers in Arizona on September 5, 2014. Preferred filed its initial compliance report in March of 2015.

The attached report provides the list of complaints, and the resolution, if any formal resolution was made. As set forth in the attached report, all complaints were resolved in Preferred's favor, closed without action, or no action was taken by the agency. Preferred has internal procedures to ensure compliance with Federal and State slamming and cramming laws and regulations. Preferred obtains customer consent for any carrier change and maintains records of the consent. Preferred obtains customer consent for all charges and maintains records of the

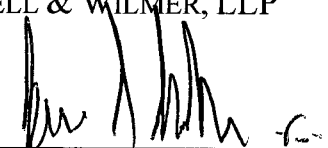
consent. In addition, Preferred thoroughly investigates any customer complaint regarding slamming or cramming.

Preferred is willing to provide any additional information regarding cramming or slamming issues upon the request of the Commission or Commission Staff.

RESPECTFULLY SUBMITTED this 31<sup>st</sup> day of August 2016.

SNELL & WILMER, LLP

By

  
Michael W. Patten  
One Arizona Center  
400 East Van Buren Street  
Phoenix, Arizona 85004

*Attorney for Preferred Long Distance, Inc.*

Original +13 copies of the foregoing  
filed this 31<sup>st</sup> day of August 2016, with:

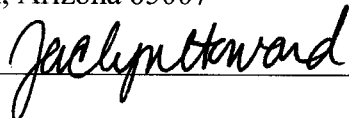
Docket Control  
Arizona Corporation Commission  
1200 West Washington  
Phoenix, AZ 85007

Copies of the foregoing hand-delivered/mailed  
this 31<sup>st</sup> day of August 2016, to:

Brian Bozzo  
Utilities Division  
Arizona Corporation Commission  
1200 West Washington  
Phoenix, Arizona 85007

By

24763011



DATE RECEIVED	ACCT#	STATE	REG. BODY	DATE FILED RESPONSE	DATE PUC/FCC RESPONDED	IF RESPONDED WHAT RESULT
2/25/2016	I-133149	CA	PUC	4/18/2016		
2/26/2016	I-131518	CA	PUC	4/18/2016		
						COMPLAINT CLOSED IN OUR FAVOR
2/29/2016	I-132054	TX	PUC	3/12/2016	3/23/2016	
			FCC CRAMMING COMPLAINT			
3/2/2016	O-232637	IN	T	3/23/2016		
			FCC CRAMMING COMPLAINT			
3/2/2016	I-131293	WA	T	3/25/2016		
						all replies are presumed closed in favor unless otherwise notified
3/4/2016	I-128066	CA	PUC	4/18/2016 upon filing		all replies are presumed closed in favor unless otherwise notified
3/4/2016	O-236593	CA	PUC	4/18/2016 upon filing		notified
			FCC CRAMMING COMPLAINT			
3/9/2016	I-133289	CA	T	4/6/2016		
			CA PUC - SAME			
3/9/2016	I-133289	CA	CMPLAINT	5/2/2016		
						company upheld with
3/9/2016	I-132652	WA	UTC	3/12/2016	3/14/2016	arrangements
						all replies are presumed closed in favor unless otherwise notified
3/10/2016	I-122101	CA	PUC	4/18/2016 upon filing		

3/10/2016 I-NONE	CA	PUC	4/18/2016 upon filing
3/10/2016 I-132460	TX	PUC	3/10/2016 3/21/2016
3/11/2016 I-133701	CA	PUC	4/26/2016 upon filing
3/14/2016 I-133987	CA	PUC	4/26/2016 upon filing
3/14/2016 I-132149	IL	FCC GRAMMIN G COMPLAIN T	4/6/2016
3/15/2016 I-134218	CA	PUC	4/26/2016 upon filing
3/15/2016 I-133129	CA	PUC	4/18/2016 upon filing
3/18/2016 I-130846	OH	A.G.	3/21/2016
3/19/2016 I-132204	MO	A.G.	3/21/2016
3/22/2016 O-229702	FL	FCC GRAMMIN G COMPLAIN T	4/20/2016
3/22/2016 I-134196	CA	PUC	4/26/2016 upon filing
3/22/2016 I-112277	CA	PUC	4/26/2016 upon filing

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in favor unless  
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3/28/2016 I-133353	TX	PUC	4/18/2016	4/18/2016	closed in our favor
3/31/2016 O-233212	TX	PUC	4/21/2016	4/28/2016	closed in our favor
4/4/2016 I-133718	TX	PUC	4/21/2016	4/26/2016	closed in our favor
4/5/2016 I-NONE(1)	TX	PUC	4/25/2016	4/27/2016	closed in our favor
4/5/2016 I-NONE(2)	TX	PUC	4/25/2016		
		FCC GRAMMIN G COMPLAIN T			
4/7/2016 I-134233	MO		5/5/2016		
4/8/2016 O-230272	TX	PUC	4/25/2016	4/27/2016	closed in our favor
		FCC GRAMMIN G COMPLAIN T			
4/11/2016 I-129014	CA		5/9/2016		
4/12/2016 I-134926	TX	PUC	4/29/2016	5/3/2016	closed in our favor
		FCC GRAMMIN G COMPLAIN T			
4/13/2016 I-130592	GA		5/9/2016		
		FCC GRAMMIN G COMPLAIN T			
4/13/2016 O-NONE	AZ		5/9/2016		
4/14/2016 I-128232	IL	AG	4/25/2016		
4/14/2016 I-133172	TX	PUC	5/9/2016	5/9/2016	partially closed in our favor
4/15/2016 O-232217	AZ	AG	4/29/2016		
					all replies are presumed closed in favor unless otherwise notified
4/18/2016 O-215875	CA	PUC	5/2/2016 upon filing		all replies are presumed closed in favor unless otherwise notified
4/22/2016 I-134572	CA	PUC	5/11/2016 upon filing		
4/25/2016 I-132879	MN	AG	5/2/2016		
					all replies are presumed closed in favor unless otherwise notified
4/25/2016 I-134772	CA	PUC	5/11/2016 upon filing		

4/26/2016	I-133701	TX	PUC	5/11/2016	5/17/2016	closed in our favor
			FCC SLAMMING COMPLAIN			
4/26/2016	I-134767	WA		5/23/2016		
5/2/2016	I-135022	CA	PUC	5/11/2016		COMPLAINT CLOSED IN OUR FAVOR
5/4/2016	I-133939	TX	PUC	5/11/2016	5/16/2016	COMPLAINT CLOSED IN OUR FAVOR
5/6/2016	I-132977	CA	PUC	5/11/2016		COMPLAINT CLOSED IN OUR FAVOR
5/16/2016	I-135572	GA	FCC SLAMM	5/31/2016		
5/16/2016	I-134357	GA	FCC SLAMM	6/6/2016		
5/25/2016	O-235147	CA	PUC	6/6/2016		COMPLAINT CLOSED IN OUR FAVOR
5/27/2016	I-NONE	TX	PUC	6/6/2016	10-Jun	COMPLAINT CLOSED IN OUR FAVOR
6/2/2016	O-239892	OH	PUC	6/3/2016		
6/3/2016	O-239933	OH	PUC	6/3/2016		
6/8/2016	O-234420	CA	FCC CRAMMIN G	6/9/2016		
6/13/2016	I-136016	MO	PUC	6/13/2016		
6/13/2016	I-13354	CA	FCC CRAMMIN G	6/14/2016		
6/16/2016	I-136397	TX	PUC	6/16/2016	6/23/2016	CLOSED IN OUR FAVOR
6/17/2016	I-135216	TX	FCC CRAMMIN G	7/5/2016		
6/20/2016	I-127525	NM	FCC CRAMMIN G	7/5/2016		
	I-136487/1					
6/21/2016	36488	TX	PUC	7/5/2016	7/18/2016	CLOSED IN OUR FAVOR all replies are presumed closed in favor unless otherwise notified
6/26/2016	I-NONE	CA	PUC	7/6/2016	upon filing	

6/27/2016	I-135023	CA	PUC	7/5/2016	7/5/2016	CLOSED IN OUR FAVOR
6/28/2016	I-136221	TX	PUC	7/5/2016	7/8/2016	CLOSED IN OUR FAVOR
7/1/2016	135354	CA	PUC	7/15/2016	upon filing	all replies are presumed closed in favor unless otherwise notified
7/5/2016	O-239892	OH	ATTY GENE	7/5/2016		
7/7/2016	O-239933	OH	ATTY GENE	7/15/2016		
7/8/2016	I-134810	CA	FCC CRAMM	7/25/2016		
7/12/2016	I-135119	WI	PSC	7/13/2016		
7/15/2016	O-239933	OH	FCC CRAMM	7/15/2016		
7/18/2016	I-137322	IA	FCC CRAMM	7/25/2016		
7/18/2016	I-134867	CA	PUC	7/25/2016	upon filing	all replies are presumed closed in favor unless otherwise notified
7/21/2016	I-132209	CA	PUC	7/25/2016	upon filing	all replies are presumed closed in favor unless otherwise notified
7/26/2016	O-239648	GA	FCC SLAMMING	8/18/2016		
7/29/2016	I-136714	FL	FCC SLAMMING	8/26/2016		
8/1/2016	I-136278	OH	PUC	8/12/2016		
8/18/2016	O-242167	TX	PUC	8/18/2016		
8/11/2016	I-137299	IL	FCC CRAMM	8/18/2016		
8/26/2016	I-134265	WI	PUC	8/29/2016		
8/24/2016	I-125105	TX	PUC	8/24/2016		